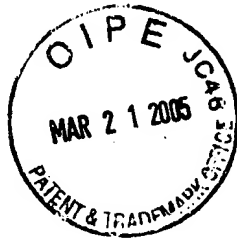


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Inventor : C. Philip Vassar, et al  
Application Serial No. : 09/694,714  
Application Filing Date : October 23, 2000  
Title of Invention : METHOD AND APPARATUS FOR A  
DISTRIBUTED CALL SERVICING  
COMMUNITY  
Examiner : VU, VIET DUY  
Art Unit No. : 2154  
Attorney Docket No. : 176/22

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir:

This is responsive to the final Office Action dated October 22, 2004, in connection with the above-referenced patent application.

Amendments to the claims are reflected in the complete listing of claims which begins on page 2 of this paper. In this reply, claims 1, 13, 14, 26, 27, 39 are amended, claims 11, 12, 24, 25, 37, 38 are cancelled, and claims 40-59 are newly added.